



**STATE OF CONNECTICUT**  
**Department of Mental Health & Addiction Services**  
**GA Behavioral Health Program**

**FREQUENTLY ASKED QUESTIONS (FAQs)**  
**RE-CERTIFICATION PROCESS**  
**March 2008**

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**RE-CERTIFICATION**

- 1. IS RE-CERTIFICATION THE SAME AS RE-CREDENTIALING?**

Yes.
- 2. WHEN DOES THE NEXT RE-CERTIFICATION PROCESS BEGIN?**

Currently active GA BHP contracts expire on September 30, 2008. ABH will mail re-certification packets to every currently contracted Provider in March of 2008. This will allow ample time for Providers to complete and submit their applications, for ABH to review, and for DMHAS to review, make final determinations and execute new contracts.
- 3. OUR AGENCY IS ALREADY CERTIFIED. IF NO CHANGES HAVE BEEN MADE TO OUR PROGRAM(S), WHY DO WE NEED TO BE RE-CERTIFIED? CAN WE SIMPLY RENEW OUR CONTRACT?**

Provider re-certification is required in order to continually assess and validate each Provider's ability to continue to offer quality services and meet DMHAS criteria for recovery service provision at each level of care. For example: Updated documentation regarding liability insurance and proof of certain professional credentials are necessary in order to ensure compliance with state regulations.
- 4. WE ARE CURRENTLY CERTIFIED. HOW CAN WE GET A RE-CERTIFICATION APPLICATION PACKET FOR OUR AGENCY?**

For current re-certification purposes, there is no need to request a Provider Profile application. ABH will mail all the necessary materials to each currently contracted GA BHP Provider during the month of March 2008. If your organization does not receive an application packet by March 21, 2008, please notify the ABH Provider Relations Director at: 1-800-606-3677, Option 3.
- 5. DO WE HAVE TO COMPLETE AN APPLICATION FOR A SITE WHERE WE ARE NO LONGER PROVIDING A CONTRACTED SERVICE?**

If your agency is no longer providing a particular level of care at a contracted site and the agency has no intention of providing the level of care you are not required to complete a re-credentialing application. Instead, you will need to complete a one page GA BHP Provider Change Request form which can be obtained by contacting ABH Provider Relations at the number listed above.
- 6. HOW MUCH TIME DO PROVIDERS HAVE TO COMPLETE THE RE-CERTIFICATION APPLICATION?**

As with Change Requests and first-time certification, applications should be completed and returned to ABH within 30 days of receipt.

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| <b>7. WHY ARE THE NEW SUPPLEMENTAL QUESTIONS INCLUDED IN THE LEVEL OF CARE APPLICATIONS?</b>              | As DMHAS and the GA Behavioral Health Program move closer towards provision of value-driven services and possible enhanced rates for certain levels of care, it is important to begin to collect information about current practices in several key areas. The availability of this information will assist DMHAS greatly in moving forward to fulfill the goal of value-driven, recovery-oriented care. |
| <b>8. WE HAVE A QUESTION ABOUT OUR APPLICATION. WHO DO I CONTACT FOR HELP AND WHEN CAN WE REACH THEM?</b> | The ABH Provider Relations Department is your best resource and first point of contact for any questions that may arise regarding your organization's application. Provider Relations staff is available to assist you by calling toll-free: 1-800-606-3677, Option 3, between 8:30 a.m. – 5:00 p.m., Monday through Friday, with the exception of holidays when our offices are closed.                 |
| <b>9. WHERE DO WE SEND THE COMPLETED APPLICATION?</b>   | Mail your completed application to ABH, Attn: Provider Relations, 213 Court Street, Middletown, CT 06457.  |
| <b>10. WHAT HAPPENS AFTER WE SEND OUR APPLICATION TO ABH? HOW LONG DOES IT TAKE TO LEARN THE RESULTS?</b> | As with Change Requests and first-time certification processes, Providers may expect to receive DMHAS notification of approval/denial outcomes within 4 – 6 weeks of ABH's receipt of the completed application.   |
| <b>11. MAY AN AGENCY APPLY FOR ADDITIONAL LEVELS OF CARE OR SITES THAT ARE NOT CURRENTLY CONTRACTED?</b>  | <b>No.</b> DMHAS has indicated that the GA Behavioral Health Program Provider Network is closed at this time. Providers will receive notification if there is a change in network needs.   |

***Please call ABH Provider Relations at 1-800-606-3677, Option 3, with any questions you may have regarding re-certification.***

**\*\*The following diagram illustrates the workflow for provider certification and re-certification processes.**

